

ATTACHMENT 6: PROJECT MONITORING

Monitoring of Installations, Cost, and Customer Satisfaction

As part of Task 6, Cal Water will prepare a Monitoring Plan and submit this to DWR for approval. As a condition of the installation contract, the Contractor will be responsible for tracking and recording installations and cost data as the program progresses. Cal Water staff will verify installations and data on approximately 10% of installations. The Contractor will provide weekly reports to Cal Water. These reports will be used to reconcile equipment receipt, distribution, installation, and recycling statistics on a regular basis. They will be sent to Cal Water's Program Manager and will include weekly and cumulative information, with format and content to be specified by Cal Water, as per the approved Monitoring Plan. Data on installations, costs and customer satisfaction will be included in quarterly progress reports, in the Project Completion Report, and will be provided to DWR as needed.

All data, documents, discussions, or other information developed or received by the Contractor will be the property of Cal Water and will not be disclosed to any person except as authorized by Cal Water, or as required by law.

Evaluation of Savings Impacts

In order to gain a clear understanding of the effectiveness of the program, and document savings, Cal Water will engage a consultant specializing in evaluation of water conservation programs. The evaluation consultant will perform a rigorous statistical analysis of savings associated with the Project. This study will be based on installations done through September 2015. The analysis itself will be performed between October and December 2016 in order to incorporate 12 months of post-installation usage. Results will be reported in January 2017.

Prior to the commencement of actual installations and data collection, Cal Water will work closely with the evaluation consultant to ensure that the form and content of the data to be collected by the installation Contractor will be appropriate for the statistical analysis that the consultant will perform. As the program is implemented, the evaluation consultant will be available to deal with data issues as they arise. Utilizing the evaluation consultant in this manner will enhance the quality and value of the savings impact evaluation.